



ChargePoint, Inc.
254 East Hacienda Avenue | Campbell, CA 95008 USA
+1.408.841.4500 or US toll-free +1.877.370.3802

September 7, 2021

Mr. Tim Elliot
Washington State Dept of Agriculture (WSDA)
PO Box 42560
Olympia, WA 98504-2650

ChargePoint offers the following comments on the Rulemaking for 2SSB 5192 regarding electric vehicle supply equipment ("EVSE" or "charging stations"). We appreciate staff's efforts to host these stakeholder meetings. We hope that our comments help inform the process by providing the perspective of a company like ours who designs, manufactures, and operates a network of electric vehicle (EV) charging stations.

ChargePoint is the world's largest electric vehicle (EV) charging network providing scalable solutions for every charging scenario from home and multifamily to workplace, parking, hospitality, retail, and transport fleets of all types. Our customers include major employers, municipalities, schools, utilities, hotels, parking garage operators, to owners of small convenience stores that provide EV charging to EV drivers.

Our comments below address Section 5 (1) (e) of 2SSB 5192, Payment Method Requirements for EVSE (e) Minimum required Payment Requirements and Section 5 (2) of 2SSB 5192 directing WSDA to minimize costs and maximize benefits" to the public in adopting rules related to Section 5 (1).

Section 5(e) Minimum Required Payment Methods

Section 5(e) directs WSDA to adopt rules requiring all electric vehicle service providers to make available multiple payment methods at publicly available charging stations and establish minimum required payment methods that are convenient and reasonably support access for all current and future users at publicly available EVSE installed in Washington.

ChargePoint believes that site hosts and the EVSE providers know their customers, the EV drivers, best and are in the position to determine the payment methods used for charging equipment. Site host and EVSE providers have every motivation to facilitate payment options that are reliable, convenient, secure, and cost effective for EV drivers. ChargePoint's customers, the site hosts, know their customers and want to provide a refueling experience that is easy and

accessible for all EV drivers. We believe that payment standards must provide site hosts with flexibility and options to choose the payment methods that best suit the needs of their existing and future customers. ChargePoint encourages WSDA to allow a site host to choose among a variety of payment methods to meet the requirements developed in this process.

Sub-Section 5(e) (i-iii) Payment Methods

Sub-Section 5 (e) (i-iii) provides as non-comprehensive list of payment methods including:

- A credit card reader device physically located on or in either the electric vehicle supply equipment unit or a kiosk used to service that electric vehicle supply equipment
- Contactless credit card reader devices may be used as an option to meet the requirements of this subsection
- A toll-free number on each electric vehicle supply equipment and kiosk used to service that electric vehicle supply equipment that provides the user with the option to initiate a charging session and submit payment at any time the electric vehicle supply equipment is operational and publicly available
- A mobile payment option used to initiate a charging session.

ChargePoint is encouraged by the legislative text ensuring that site host are allowed to use contactless credit card reader devices as an option to meet the requirements of this subsection (*“Contactless credit card reader devices may be used as an option to meet the requirements of this subsection”*). Ensuring that site host can choose the card reader technology that best meets their needs is critical scaling charging station deployments to meet Washington’s EV adoption and climate goals.

When assessing the payment technologies to deploy charging equipment site hosts and EVSE providers must consider a variety of factors including future proofing, reliability, security, and cost.

Future Proofing: Magnetic strip and EMV chip credit card readers are becoming outdated technology. The US and worldwide technology trends show contactless and mobile payment options are becoming more ubiquitous. Per a study conducted by the Pew Research Center in 2021, 85% of American’s now own a smart phone.¹ This statistic holds across several demographics. The payment industry has continued to innovate and deploy digital and contactless or “Tap to Pay” forms of payment to handle transactions. Visa alone has over 300 million cards in the U.S. alone that are contactless enabled. Since 2017, contactless transactions have grown by an incredible rate of adoption of more than 900 percent.² There are several reasons for the rise in contactless payments usage. For consumers, the experience with EMV chip can be painful, taking several seconds on average or longer. Contactless payment reduces the time spent interacting with the terminal. Another reason was that merchants, many who had to purchase payment terminals for EMV chip capability, already have NFC capability on their

¹ <https://www.pewresearch.org/internet/fact-sheet/mobile/>

² <https://navigate.visa.com/na/spending-insights/tapping-into-the-future-of-payments/>

terminals. Lastly, the Covid-19 pandemic accelerate a transition by customers seeking contactless payment methods.

Reliability: Chip and magnetic strip readers are known to have reliability issues due to weatherization. Given that charging stations are often left unmonitored, these reliability issues can be magnified, frustrating EV drivers when the card readers do not function properly and frustrating site host with continual maintenance time and cost. Technology such as contactless credit card readers are internal to the station and therefore are not contaminated by environmental or human factors. In Washington it will be important to consider environmental factors such as dust, ash, freezing participation, and the impacts those can have on charging stations, including the payment methods.

Security: Chip and magnetic strip credit card readers expose consumers to increased credit card fraud. Consumers are frequent victims of credit card “skimming or shimming” at gas stations and the potential for skimming creates several liability issues for electric vehicle charging network operators and the site hosts, and thus can be a disincentive to install public stations with these readers. Because contactless credit card readers are internal to the charging station, they cannot be tampered with and offer a more secure payment solution for customers. In 2019, Digital Citizens Alliance partnered on a study that concluded that (EV) drivers were likely to become targets for cyber criminals based on several proposals across different U.S. states that mandated credit card readers at public EV charging stations.³

High Cost and low update: Data shows that EMV chip readers increase the lifetime cost of EVSE by approximately \$3,000, this is a 50% to 100% increase in the cost of a Level 2 charging station just to add an EMV chip reader. Additionally, data from EVgo a large public fast charging network provider, shows that payments from EMV chips is less than 1% of transactions.⁴

Minimizing Cost and Maximizing Benefits

Section 5 (2) requires the Department to “minimize costs and maximize benefits” to the public, further underscoring that any payment standards established by the Department must be balanced against other issues.

ChargePoint agrees that access must be balanced with other important factors. When site hosts are choosing whether to operate EV charging stations, they must consider various factors such as the cost, reliability, maintenance, financial and security risk it takes operate EVSE. The more any one of these factors increases because of payment standard requirements the harder it will become for the State of Washington to deploy EVSE and meet its EV adoption and climate goals.

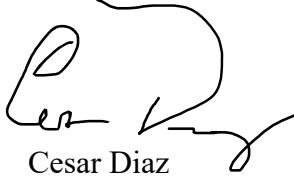
³ <https://www.digitalcitizensalliance.org/news/press-releases-2019/security-study-ev-drivers-likely-to-become-targets-for-cyber-criminals-if-credit-card-reader-mandates-are-approved/>

⁴ Comments of EVgo to the Arizona Corporation Commission, p. 3 (available at: <https://docket.images.azcc.gov/0000197379.pdf>)

Payment standards requirements must be rooted on data driven metrics. ChargePoint recommends that an independent technological assessment of payment method technology be conducted for the rulemaking to better inform WSDA of the existing payment methods and future ones.

We greatly appreciate the opportunity to provide these comments. If you have any questions or seek further clarification, please contact Cesar Diaz, cesar.diaz@chargepoint.com.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cesar Diaz', with a large, sweeping loop at the end.

Cesar Diaz
Senior Public Policy Manager
ChargePoint